#### U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU



FORM

**SA-811A** 

# DUE DATE

NOTICE — Your report to the Census Bureau is **confidential** by law (Title 13, U.S. Code). It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are **immune from legal process**.

# **RETURN COMPLETED FORM TO**



U.S. CENSUS BUREAU 1201 East 10th Street Jeffersonville, IN 47132-0001

Any questions call 1-800-772-7851 weekdays, 8:30 a.m. to 5:00 p.m. EST

# **2003 SERVICE ANNUAL SURVEY**

**REPAIR AND MAINTENANCE** 

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(Please correct any error in name, address, or ZIP Code)

**YOUR RESPONSE IS REQUIRED BY LAW.** Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

# Item 1 SURVEY COVERAGE

This report covers all domestic locations operated by your company and its subsidiaries primarily engaged in replacing, repairing, and/or tinting automotive vehicles, such as passenger car, truck, and van glass.

Does this firm have domestic locations providing one of the business activities described in the survey coverage above?

0001	1 ☐ Yes -	- Continue with Item 3
	2 No –	Specify your business activity and continue with Item 3,
		and complete as much of the survey form as possible.

0002

### Item 2 NOT APPLICABLE TO THIS FORM

# REPORT PERIOD Mark (X) the one box which best describes the period

If the data reported are for a period other than the "calendar year," please enter the beginning and ending dates.

0006 1 Calendar year – Go to Item 4.4	Month	Day	Year	
		0007		
2 ☐ Fiscal year \	From			
3 Less than 12 months ∫		8000		

2003

FORM SAS SF\_P1A\_03 (11-13-2003)

covered by your report.

		Key		2003	
Total On anating Barransa		code	Bil. N	lil. Thou.	Dol.
Total Operating Revenue  Please refer to the enclosed instruction sheet before making your entries. An estimate	te is				
acceptable if a book figure is not available. Exclude intracompany transfers.		002			
Item 4B E-COMMERCE RECEIPTS/REVENUE					
E-commerce includes sales and receipts from any transaction completed over an Inter	net, extranet, E	DI netv	work,		
electronic mail or other online system. Transactions are agreements between buyers ownership of, or rights to use, goods or services. Payment for these goods and services.	es may or may	anster not be	made		
online. Please see the General Instruction sheet for further clarification before comple	ting this item.				
An estimate is acceptable if a book figure is not available.					
1. Did your firm have e-commerce receipts/revenue during 2003?	BA (1 ()	6.5:		<i>(</i> : 533=	00)
0010	Month (i.e., Ju	ine=06)	Year (i.e., 2003=		=03)
1 Yes – Enter the date your firm began e-commerce sales.					
<sub>2</sub> No − Continue to Item 5.		Key		2003	
2. What was your firm's e-commerce receipts/revenue for 2003? (Include		code	Bil. N	1il. Thou.	Dol.
e-commerce receipts/revenue in Item 4A. <b>Exclude</b> sales taxes.)	005				
		[			
< Please continue to Item 5. >					

Item 5 NUMBER OF LOCATIONS							2003 Number				
							0012				
Enter the total number of service locations covered by this report as of December 31, 2003.											
Item 6											
50 per	another firm own cent of the voting	stock or have	/e Nu	Number and street							
and po	wer to control the olicies of this com	manageme ipany?		City, State, and ZIP Code							
0013 1 Yes											
2 □ No EIN — □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □											
	is firm acquire or er company durin		001	Name of company acquired or merged with							
		<i>3</i> =	Νι	Number and street							
0016 1 Yes City, State, and ZIP Code											
2	No			te of merger 0018	Month Year		FINI	0019			
Item 7	REMARKS - I	Please use th		acquisition	ns that mav	be helpfu	EIN ——  I in under:	standing vour	reported	data.	
0027	-	For any separ	ate cori	respondence pertai address label area	ning to this i	eport, ple	ease includ				
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Public rep	porting burden for th	is collection of	informat	tion is estimated to av	erage 0.5 hour	per respor	nse, includir	ng the time for re	eviewing i	nstructi	ions,
searching comment	existing data sources regarding this burd	es, gathering a den estimate o	nd maint r anv oth	aining the data neede er aspect of this colled	d, and complet tion of informa	ing and revation, include	viewing the dina suaaes	collection of info stions for reducin	ormation. na this bu	Send rden, to	
Paperwor Paperwor	k Project 0607-0422, k@census.gov; use '	U.S. Census B "Paperwork Pro	ureau, 47 piect 0607	00 Silver Hill Road, Si 7-0422" as the subject.	op 1500, Wash PLEASE INCL	ington, DC JDE FORM	20233-1500 NAME AND	). You may e-ma D NUMBER IN Al	iil comme LL CORRE	nts to SPOND	ENCE.
	Paperwork@census.gov; use "Paperwork Project 0607-0422" as the subject. PLEASE INCLUDE FORM NAME AND NUMBER IN ALL CORRESPONDENCE. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget. This 8-digit number appears in the top right corner on the front of this form.										
Item 8 CERTIFICATION – This report is substantially accurate and has been prepared in accordance with instructions.											
0020 Name o	of person completin	g this report –	0	Title			0025	ate			
	<b>,</b>										
0021 Addres	s (Number and stre	et, city, State,	ZIP Cod	e)							
0022	Telephone		0023	Fax			0026	F-mail	address		
	ımber	Extension		Number	Extension				adarooo		
				he completed fo				_			
		you prefer	, you r	nay fax the con	npleted fo	rm to 1-	-800–44	7-4613.			
	To see the results of the 2002 Service Annual Survey, go to the following website: www.census.gov/econ/www/servmenu.html										

# SERVICE ANNUAL SURVEY GENERAL INSTRUCTIONS

Your report should be completed and returned in the preaddressed envelope provided on or before the due date. If the report does not appear to apply to your kind of business or activity, describe your business or activity in Item 1 and complete the remainder of the form as accurately as possible.

If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to the

U.S. Census Bureau 1201 East 10th Street Jeffersonville, IN 47132-0001

or call our Census Bureau representative in Jeffersonville, Indiana at 1–800–772–7851, weekdays from 8:30 a.m. to 5:00 p.m., eastern time.

**Always include** your identification number, located in the address label, in any correspondence.

IF BOOK FIGURES ARE NOT AVAILABLE, ESTIMATES ARE ACCEPTABLE.

Please read all instructions before making your entries.

Report data for the calendar year specified. If calendar year records are not available, we will accept fiscal year data. Please note, however, that we prefer estimates for the calendar year to book figures covering a different time period. Report all values in dollars (omit cents). Enter "0" in items where appropriate. Please do not combine data for two or more items.

For location(s) sold or acquired during the year specified, report only for the period that the locations were operated by this firm.

# SPECIFIC INSTRUCTIONS

# Taxable Firms Revenue

Report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.

### Include -

- Total value of service contracts.
- Amounts received for work subcontracted to others.
- Market value of compensation in lieu of cash.
- Revenue from services performed by domestic locations for FOREIGN parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.

# Exclude -

- Taxes (sales, amusement, occupancy, use, or other) collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Revenue from a domestic parent organization, or from franchise locations owned by others and any franchise or license fees.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Revenue from customers for carrying or other credit charges.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).
- Nonoperating revenue such as income from investments, sales of company-owned real estate (land and building), or other assets, (except inventory held for resale), securities, gifts, loans, contributions, royalties, or grants.
- Revenue from the sale of used equipment.
- Installment payments from leasing under capital, finance, or full-payout leases.
- Intracompany transfers.
- Interest income.

# SERVICE ANNUAL SURVEY SPECIFIC INSTRUCTIONS – Continued

# **Tax-Exempt Firms**

# Revenue

Except for firms operating on a commission basis, report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.

#### Include -

- Program service revenue for services provided in 2003, whether or not payment was received in 2003.
- Gross sales of merchandise, minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Net gains (or losses) from the sale of real estate (land and buildings), investments, or other assets (except inventory held for resale).
- Gross contributions, gifts, and grants (whether or not restricted for use in operations).
- Dues and assessments from members and affiliates.
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

# Exclude -

- Sales and other taxes collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Gross receipts of departments or concessions operated by other companies.
- Amounts transferred to operating funds from capital or reserve funds.

### **Expenses**

Report costs incurred during the survey year specified even though payments may have been made at a later date.

# Include -

- Payroll and employee benefits.
- Interest and rent expenses.
- Supplies used for operating your business, cost of merchandise sold, and other expenses allocated to operations during the year.
- Contracted or purchased services.
- Fees paid to other organizations for fundraising.
- Depreciation expenses.
- Expenses of locations providing support services (e.g., repair services, administrative services, etc.) for your service establishments.

# Exclude -

- Sales and other taxes collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Outlays for the purchase of real estate (land and buildings); for construction; for additions, major alterations, and improvements to existing facilities; and all other capital expenditures.
- Funds invested.
- Income taxes.
- Assessments (dues) paid to the parent or other chapters of the same organization.
- For firms engaged in raising funds Funds which are transferred to charities or other organizations.

### **All Firms**

#### **E-commerce Revenue**

(In the following instructions, online refers to any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system.)

### Include -

- Revenue from online orders for goods or services placed by a buyer.
- Revenue from online services provided where charges are based on the usage of those services (e.g., commissions or fees from use of computerized reservation systems, financial transaction processing systems, etc.)
- Commissions or fees from the trading of securities or the sale of other financial products online (e.g., insurance, loans, etc.).
- Commissions or fees from selling or from facilitating the sale of third party products (e.g., click-through including referral fees) through your company's Web site.
- Revenue from orders or contracts negotiated online with a buyer and seller on the price and terms for transferring ownership or the rights to use goods or services.
- Revenue from telephone transactions using interactive voice response systems.

# Exclude - revenue from:

- Online billings where the order or contract was not negotiated online.
- Delivery of services online where the order or contract was not negotiated online.
- Provision of telecommunications and related infrastructure systems (e.g., data transfer, Web hosting, Internet access) where the order or contract for such services was not negotiated online.
- Orders for goods or services placed by facsimile machine or over switched telephone network.